TECHNOLOGY OPERATIONS MANAGER

DISTINGUISHING FEATURES
The fundamental reason the Technology Operations Manager exists is to perform highly responsible managerial, administrative, and technical duties directing and supervising the City's Information Systems computer complex and the I.S. facility project management function. This classification supervises the work of the Computer Operations staff and others within the I.S. function. Work is performed under general supervision of the Chief Information Officer.

ESSENTIAL FUNCTIONS:

Manages the city's computer complex, a 24 x 7, 365 day operation which is the hub of the organization's enterprise technology system, including installations, repairs, relocation of equipment, and scheduling. Develops preliminary and long-range plans for operational use.

Supervises Computer Operators, Sr. Computer Operators, and Enterprise Systems Integrators. Provides staffing, scheduling, preparing staff reviews, and resolving personnel issues when required. Supports employee involvement in decision making to assist them in meeting individual goals and promotes positive employee attitudes.

Responsible for redesign, construction and remodels including I.S. Office remodel, Tech Center remodels, Video Conferencing Room construction, Training Room construction, Construction of the Generator Project, and the Computer Room Floor Replacement and Redesign.

Serves as the I.S. Disaster Recovery Coordinator – Works with other City departments assisting with the development of Disaster Recovery Plans. Coordinates risk impact analysis with outside consultants and City departments to identify potential business losses. Develops emergency plans and procedures.

Responsible for monthly inspections, distribution of safety documentation, and committee membership for the I.S./SCA building, Tech Center and Graphics/Warehouse facility in coordination with the Voluntary Protection Program

Represent the I.S. department on the CIP Committee – Responsible for working with a team of City employees to review all City non-technical CIP Requests, prepare the rating matrix for each project and prepare Lifecycle costs.

Demonstrates an ability to communicate and manage organizational change. Directs individual accomplishments toward organizational management objectives.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Management practices and procedures
Information Systems related terminology, practices and procedures
I.S. processes, regulations, codes, ordinances and terminology
Computer Operations management practices and procedures

Ability to:

Plan, organize and review the work of staff members to ensure conformance to standards
Review procedures and problems and develop solutions and new systems
Listen and communicate effectively with a diverse group of people
Establish and maintain effective working relationships with co-workers, supervisors, contractors, architects, engineers and the general public
Operate a PC to compose reports and correspondence
Understand and interpret City ordinances, stipulations, codes, policies and procedures and understand the logic behind them
Communicate effectively with the public, staff and co-workers
Study problems and develop innovative solutions; prepare and present effective written and oral reports

Education & Experience

Any combination of a Bachelor's degree in Computer Science or a related field with specialization in the area of computer operations and office automation. Requires a minimum of four years recent experience in computer operations with two years experience managing and leading professional, technical and clerical personnel, preferably in a computer operations environment.

FLSA STATUS: exempt   **HR Ordinance Status:** unclassified